



Emergency Communications Officer

Department: Emergency Communications

EEO Code: 24

Class Code: 2151

FLSA: N

Effective:

GENERAL STATEMENT OF DUTIES:

Under general supervision; performs work of moderate difficulty in receiving, processing and coordinating emergency and non emergency calls of the 911 center; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Operates a computerized emergency telecommunications console; answers incoming calls and obtains pertinent information; comprehends and processes information relative to citizen needs; responds to and enters data into a computer aided dispatch system in a timely fashion to ensure prompt responses from field personnel are made; adheres to Quality Assurance standards for entry and dispatch; operates a PC based multi-regional public radio; maintains the correct assignment/status of equipment and personnel, along with allocation of resources; processes the needs and requests from on-scene personnel for additional equipment and communicates with other agencies; coordinates and facilitates the response and needs/requests from on-scene personnel for additional equipment and communicates with other organizations; inputs data, both manual and automated to standard office forms; maintains dispatch documents and records; acts as an after-hour answering point and referral for citizens with special needs; monitors security and fire alarm system through-out the county complex and county building; follows established Emergency Medical Dispatch Protocols on all EMS Calls; trains personnel; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Considerable knowledge of the community and county jurisdictions; of computers and electronic data processing; of department policies and standard operating procedures; of appropriate Federal, State and local laws, codes and ordinances; of rules and regulations governing use of computer files; of public safety functions and available resources.

Considerable skills in oral and written communication; in performing dispatch duties for all disciplines within the Emergency Communications Center.

Considerable ability in recognizing the calls for potential dangerous situations and reacting accordingly; to type at least 35 wpm and

MINIMUM EDUCATION AND EXPERIENCE:

High School Diploma; typing experience; on job training; or an equivalent combination of training or experience.

ADDITIONAL REQUIREMENTS:

Must be 18 years of age; successfully complete a typing test of 30 words per minute; completion of State Certification for Basic Dispatch School and First Responder/CPR Course within first year of employment.

This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.
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